



The iCareCircle mobile app facilitates patient, family and provider communication by enabling doctors and other care providers to efficiently connect with patients' "care circles" any time a conversation about care is needed. The care circle members can join the conversation in-person at the bedside or remotely via conference call, wherever they may be, whenever the doctor is ready.



iCareCircle: Connecting Patients & Families – “Care Circles” – with Doctors, Nurses, and Care Managers for Relationship-Centric Care.

- Patients receiving inpatient hospital care, and care circles are empowered when they can participate fully in conversations with the patients' doctors and other care providers. But when a doctor will visit with a patient is often unpredictable. Such visits might occur at times when family members are not able to be at the patients' bedside, leaving patients and their families frustrated and doctors without the family engagement they and their patients need.
- iCareCircle uses simple and flexible mobile technology to enable convenient conversations between providers, patients and their care circles.
- Doctors and other care providers can reduce call-back fatigue by encouraging patients and families to join in for a group conversation, rather than individual discussions.

**Better communication.
Improved patient and family experience.
Better care.**



iCareCircle's flexible platform allows patients, care circles, doctors, nurses and other care providers and hospitals to benefit from relationship-centric functionalities

Patients

- Allow family members to be in their care circles, participating in conversations with their doctors, nurses and care managers, in-person or remotely via conference call.
- Receive notifications of when their doctors will be rounding.
- Send questions / concerns to doctors, nurses, care managers prior to visits.
- Provide real-time feedback on their care experience.
- Stay connected with their circle.

Family Members

- Are alerted to upcoming doctors' rounds.
- Participate in conversations with doctors, nurses and care managers in-person or via conference call if out-of-town or tending to life's other priorities.
- Send questions / concerns for patients to doctors, nurses, care managers prior to their visits.
- Stay connected to help care for patients.

Doctors, Nurses, Care Managers

- Readily engage patients and their care circles when they need to, on their time, without disclosing their contact information.
- Notify patients and their care circles of when they will be rounding.
- Receive patients' questions / concerns prior to rounding.
- Communicate with other providers about patients' care.
- Share coverage of patients with other doctors.

Hospitals

- Strengthen commitment to patient-provider communication.
- Support and facilitate doctors, nurses and other care providers efforts to more fully engage patients and families
- Receive real-time patient feedback on care communication and care experience.
- Generate better care communication & improved patient satisfaction.
- Improve engagement with patients' families to yield better discharge planning and care post-discharge as part of efforts to reduce readmissions.
- Launch **icarecircle** quickly and easily – no IT interfaces to build or hardware to procure.

